

Expanded facilities at new Adelaide Airport terminal



Top: Customs outwards processing.

Bottom: Customs inwards baggage searching.

Photos: Bruce Quist

By Sue Smith

Customs operations moved to the new Adelaide Airport international terminal in mid-October, in time for the airport's opening for business on Saturday, 15 October. We processed the last international flight on Friday in the old terminal and settled in the new terminal by 6am next day in time to process the first international flight.

There was five years of planning leading to the terminal being commissioned by Adelaide Airport Ltd, at a cost of \$260 million, and being formally opened by Prime Minister John Howard.

Issues that impacted on the project included the demise of Ansett and advent of Virgin Blue. Planning began in earnest in 2003. The process included consultation with interested parties regarding accommodation and operational requirements, including Customs. The builder, Hansen Yuncken, started construction in earnest in early 2005.

The terminal combines international, domestic and regional operations. It has some distinctive features including glass-sided aerobridges, giving passengers a view of the area, and electronically operated glass sliding doors to create temporary outward international lounges that can be converted to domestic use.

To allow for expansion, the terminal has a larger baggage hall for Customs and Quarantine baggage examination, a baggage reclaim area twice the size of the old one and larger queuing areas for inward and outward passport control. Indeed, one of the challenges for Customs has been to tailor our operations to the larger terminal - we now work on three floors instead of one as before.

The move of Customs operations means co-location of all airport staff previously housed in two locations, giving efficiencies in staff management and resource deployment. We are now close to Quarantine with whom we share amenities and front counter facilities. Customs has 35 staff at the new terminal, mostly part-timers whose hours are tailored to match international flight processing times.

Additional facilities have enhanced our operational capabilities. The closed-circuit TV system is updated and we have a dedicated drug-testing room with fume cabinet. We have five interview and search rooms, including a dedicated interview room in the outward processing area, and a briefing room for pre- and post-flight briefing and training purposes.